

Scaling Question

1) Ideal situation

Describe the situation that you want to achieve as detailed and vividly as possible. This situation is 10 on a blank scale of **0** to **10**. Make sure that reaching this situation is within the focus of influence of the person involved.

By inviting someone to describe a desired situation or a concept as detailed as possible, a treasure of concrete details comes up. This makes it easier to

- think about the matter
- find a handle for improvement.

2) Assess on the basis of gut feeling

As a next step you put a mark, where you *feel* you are between **0** and **10** (the perfect situation). This allows for intuitive decision making, based on implicit judgements. Irrational as this may seem, a lot of our decision making is based on this gut-level.

0 _____ X _____ 10

3) Put a figure to the mark

Putting a figure to your mark invites some more rationality. Don't be surprised to see seemingly odd figures. Remember: putting the mark was based on gut feeling, is not always logical at first sight. The scale is not necessarily linear in people's minds.

0 _____ 3,2_X _____ 10

4) List all the reasons why it is not a 0

In general, people are more focussed on what is not perfect, what is a problem, or what is missing. Approaching an issue from the positive side, i.e. what is already there, will help improve the atmosphere, and generally produces more diverging lines of thinking. This is especially handy when you are trying to solve a problem.

0 _____ 3,2_X _____ 10

- a - x
- b - y
- c - z

5) What is the smallest possible step towards the 10

Think of something so small, that it literally costs no effort, and is totally doable. If you cannot come up with something, this means that you are still thinking too big. If you think small enough, your system cannot get a grip on the change with its regular resistance mechanisms.